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Intelligence in Managing Stress among IT Professionals in Coimbatore City

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I. INTRODUCTION

Human Resource Management (HRM) is that part of management process which develops and manages the human element of the enterprise considering their resourcefulness in terms of total knowledge, skills, creative abilities, talents, aptitudes and potentialities for effectively contributing to the organizational objectives. Human resource management (HRM or HR) is the strategic approach to the effective management of people in a company or organization such that they help their business gain a competitive advantage. It is designed to maximize employee performance in service of an employer's strategic objectives. Human resource management is primarily concerned with the management of people within organizations, focusing on policies and systems. HR departments are responsible for overseeing employee-benefits design, employee recruitment, training and development, performance appraisal, and reward management, such as managing pay and benefit systems. HR also concerns itself with organizational change and industrial relations, or the balancing of organizational practices with requirements arising from collective bargaining and governmental laws.

The overall purpose of human resources (HR) is to ensure that the organization is able to achieve success through people. HR professionals manage the human capital of an organization and focus on implementing policies and processes. Human Resource Management (HRM) is the term used to describe formal systems devised for the management of people within an organization. The responsibilities of a human resource manager fall into three major areas: staffing, employee compensation and benefits, and defining, designing work. Essentially, the purpose of HRM is to maximize the productivity of an organization by optimizing the effectiveness of its employees. This mandate is unlikely to change in any fundamental way, despite the ever-increasing pace of change in the business world.

The paramount principle is a simple recognition that human resources are the most important assets of an organization; a business cannot be successful without effectively managing this resource. Another important principle, articulated by Michael Armstrong in his book A Handbook of Human Resource Management, is thatbusiness success "is most likely to be achieved if the personnel policies and procedures of the enterprise are closely linked with, and make a major contribution to, the achievement of corporate objectives and strategic plans." A third guiding principle, similar in scope, holds that it is the HR's responsibility to find, secure, guide, and develop employee whose talents and desires are compatible with theoperating needs and future goals of the company. Human resource management is concerned with the development of both individuals and the organization in which they operate. HRM, then, is engaged not only in securing and developing the talents of individual workers, but also in implementing programs that enhance communication and cooperation between those individual workers in order to nurture organizational development. The primary responsibilities associated with human resource management include: job analysis and staffing, organization and utilization of work force, measurement andappraisal of work force performance, implementation of reward systems for employees, professional development of workers, and maintenance of work force.

A. Emotional Intelligence

Emotional intelligence (EI), emotional leadership (EL), emotional quotient (EQ) and emotional intelligence quotient (EIQ), is the capability of individuals to recognize their own emotions and those of others, discern between different feelings and label them appropriately, use emotional information to guide thinking and behavior, and manage and/or adjust emotions to adapt to environments or achieve one's goal(s).

Although the term first appeared in "The Communication of Emotional Meaning" paper by a member of Department of Psychology Teachers at College Columbia University Joel Robert Davitz and clinical professor of psychology in psychiatry Michael Beldoch in 1964, it gained popularity in the 1995 book "Emotional Intelligence", written by author and science journalist Daniel Goleman.

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Since this time, EI, and Goleman's 1995 analysis, have been criticized within the scientific community, despite prolific reports of its usefulness in the popular press. The term "emotional intelligence" seems first to have appeared in a 1964 paper by Michael Beldoch, and in the 19120 paper by B.Leuner entitled Emotional Intelligence and emancipation which appeared in the psychotherapeutic journal: Practice of child psychology and child psychiatry.

B. Objectives of the Study

1) To know the socio-economic characteristics of the respondents.
2) To study the factors causing stress among the employees.
3) To find out remedial measures to overcome from the stress.
4) To explore the relationship between Emotional Intelligence and job stress.
5) To understand the impact of stress on employee performance.

II. RESEARCH METHODOLOGY

Research can be defined as “an activity that involves finding out, in a more or less systematic way, things you did not know”. “Methodology is the philosophical framework within which the research is conducted or the foundation upon which the research is based”

Research Methodology chapter of a research describes research methods, approaches and designs in detail highlighting those used throughout the study, justifying my choice through describing advantages and disadvantages of each approach and design taking into account their practical applicability to our research.

Allan and Randy (2005) insist that when conducting a research methodology should meet the following two criteria:

1) Firstly, the methodology should be the most appropriate to achieve objectives of the research.
2) Secondly, it should be made possible to replicate the methodology used in other researches of the same nature.

A. Research Design

Research design is the framework of research methods and techniques chosen by a researcher. The design allows researchers to hone in on research methods that are suitable for the subject matter and set up their studies up for success. The design of a research topic explains the type of research (experimental, survey, correlation, semi- experimental, review) and also its sub-type (experimental design, research problem, descriptive case-study). There are three main types of research design: Data collection, measurement, and analysis. The type of research problem an organization is facing will determine the research design and not vice-versa. The design phase of a study determines which tools to use and how they are used. This study is about Role of Emotional Intelligence in Managing Stress among IT Professionals. As this study is to explain how to balance are emotions and handle stress and the nature of the research was Descriptive.

B. Sources of Data

Primary data are data that are collected for the first time or freshly from the samples(individuals) through interview, questionnaire, checklist etc. This study was conducted by using primary data collection method through questionnaires from individuals working in IT industry.

C. Sampling Method and Area of Study

The study was conducted by adopting convenience sampling and the data was collected from 120 IT professionals in Coimbatore.

D. Size

This study was based on convenience sample of 120 respondents of IT professionals in Coimbatore.

E. Statistical Tools Used for Analysis

The data collected from sample were thoroughly analyzed, tabulated and properly interpreted. The primary data collected from the samples were analyzed using the following tools

1) Percentage Analysis
2) ANOVA

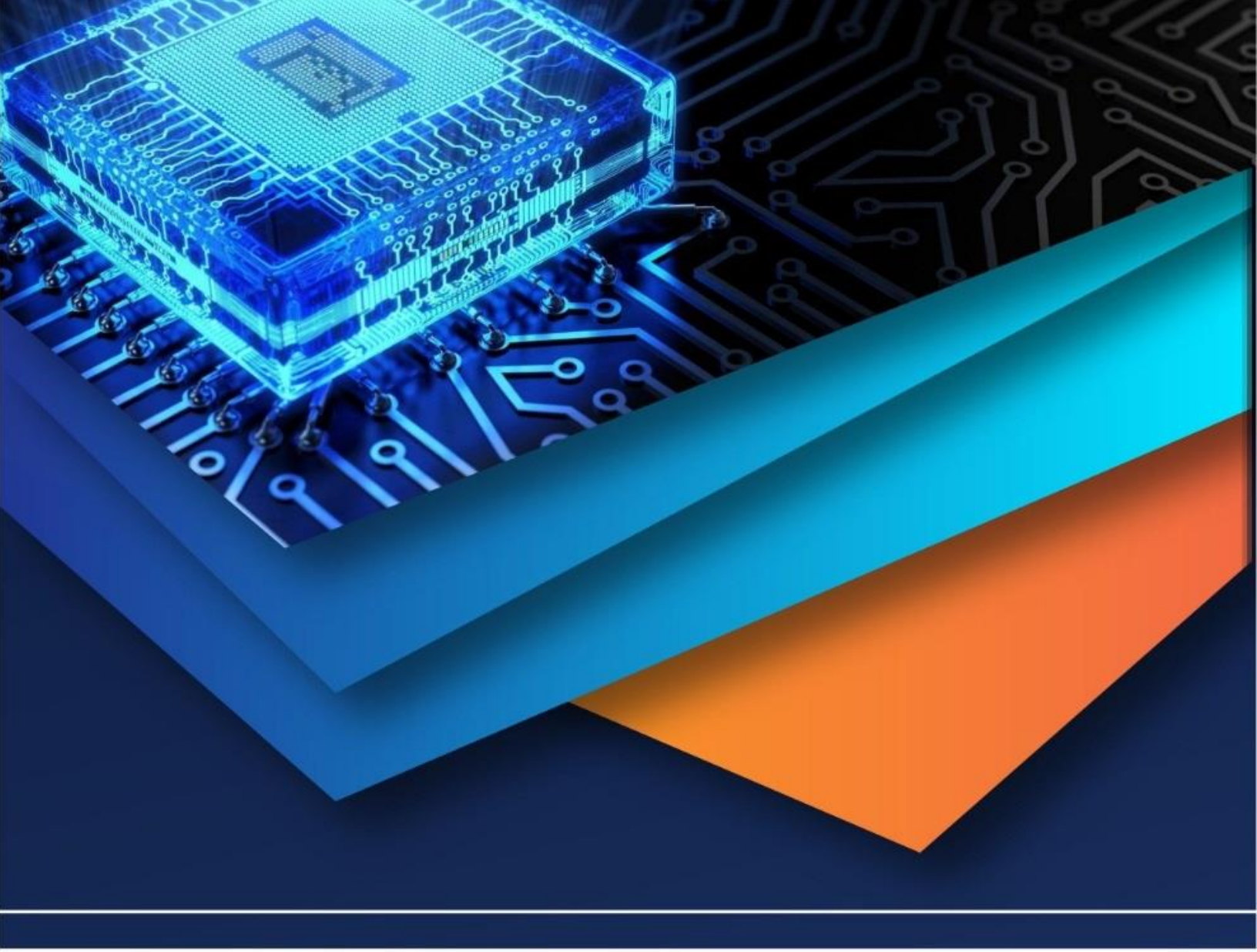
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III. CONCLUSION

This study is about Role of Emotional Intelligence in Managing Stress among IT Professionals. Emotions are involved in everything people do: every action, decision and judgment. Emotionally intelligent people recognize this and use their thinking to manage their emotions rather than being managed by them. Stress is a feeling of emotional or physical tension. It can come from any event or thought that makes you feel frustrated, angry, or nervous. The research methodology used in this study was Descriptive research. The data was collected using Primary Data collection method through questionnaires from 120 professionals working in IT industry. The tools used in this study to analyze the data were Percentage Analysis and ANOVA. The factors used in percentage analysis were age, gender, qualification, monthly income, designation, work shift, marital status, number of members in family and self-awareness, motivation, self-regulation, empathy, managing relation, personal and organizational factors. In ANOVA, the demographic factors were compared with the variables. It is identified that all persons become stressed at some point in their life. If a person is emotionally intelligent he is able to overcome that stress, but if a person is not emotionally intelligent and becomes over stressed they will end up with other emotional problems and their physical health will also get affected.

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